comprising the steps of:

(i) identifying which user interface element the user has to interact with to conform to the predetermined sequence;

(ii) identifying a tactile guide extending from a navigation area to the identified user interface element;

(iii) selectively vibrating the identified tactile guide to assist the user in locating the user interface element;

(iv) detecting when the user has completed an interaction at the user interface element; and

(v) repeating steps (i) to (iv) until the transaction has been completed.

10. (Amended) A method of leading a customer at an automated teller machine (ATM) through an ATM transaction involving using a plurality of ATM customer interface elements in a predetermined sequence, the method comprising the steps of:

(i) identifying which ATM customer interface element of the plurality of ATM customer interface elements the ATM customer has to interact with to conform to the predetermined sequence;

(ii) identifying a tactile guide extending from a navigation area to the identified ATM customer interface element; and

(iii) selectively vibrating the identified tactile guide to assist the ATM customer in locating the ATM customer interface element while maintaining other tactile guides substantially free of vibrations.

Add new claims 21-26 as follows:

21. A self-service terminal comprising:

a user interface including (i) a plurality of user interface elements other than a touchscreen, (ii) a navigation area, and (iii) a plurality of tactile guides, each tactile guide extending from the navigation area to one of the user interface elements, so that a user can locate a user interface element using a tactile guide; and

a vibration mechanism for vibrating a selected tactile guide, so that when the user interface element is to be used, a tactile guide extending from the user interface element

to the navigation area is vibrated by the vibration mechanism while other tactile guides remain substantially vibration free.

22. A terminal according to claim 21, wherein the vibration mechanism vibrates the entire length of the tactile guide.

23. An automated teller machine (ATM) comprising:

an ATM customer interface including (i) a plurality of ATM customer interface elements other than a touchscreen, (ii) a navigation area, and (iii) a plurality of tactile guides, each tactile guide extending from the navigation area to one of the ATM customer interface elements, so that an ATM customer user can locate an ATM customer interface element using a tactile guide; and

a vibration mechanism for vibrating a selected tactile guide, so that when the ATM customer interface element is to be used, a tactile guide extending from the ATM customer interface element to the navigation area is vibrated by the vibration mechanism while other tactile guides remain substantially vibration free.

24. An ATM according to claim 23, wherein the vibration mechanism vibrates the entire length of the tactile guide.

25. A self-service terminal for enabling a user to carry out a self-service transaction, the self-service terminal comprising:

a display device for interacting with the user;

a non-display device separate from the display device and for interacting with the user;

a fascia including (i) means defining a first opening adjacent to the display device and through which the user can interact with the display device, and (ii) means defining a second opening spaced apart from the first opening and adjacent to the non-display device and through which the user can interact with the non-display device;

means defining a common navigation area which is spaced apart from at least one of the devices;

a first tactile guide extending between the common navigation area and the first opening adjacent to the display device;

a second tactile guide spaced apart from the first tactile guide and extending between the common navigation area and the second opening adjacent to the non-display device;

a first actuatable vibrating mechanism for, when actuated, vibrating the first tactile guide to enable the user to easily locate the vibrating first tactile guide in the vicinity of the common navigation area and then to follow the vibrating first tactile guide to the first opening through which the user can interact with the display device;

a second actuatable vibrating mechanism for, when actuated, vibrating the second tactile guide to enable the user to easily locate the vibrating second tactile guide in the vicinity of the common navigation area and then to follow the vibrating second tactile guide to the second opening through which the user can interact with the non-display device; and

B1 a vibration control mechanism for (i) actuating the first tactile guide to vibrate when the transaction requires the user to interact with the display device, and (ii) actuating the second tactile guide to vibrate when the transaction requires the user to interact with the non-display device.

26. A self-service terminal for enabling a user to carry out a self-service transaction, the self-service terminal comprising:

a first user interface element other than a display device for interacting with the user;

a second user interface element other than a display device and separate from the first user interface element and for interacting with the user;

a fascia including (i) means defining a first opening adjacent to the first user interface element and through which the user can interact with the first user interface element, and (ii) means defining a second opening spaced apart from the first opening and adjacent to the second user interface element and through which the user can interact with the second first user interface element;

means defining a common navigation area which is spaced apart from the first and second user interface elements;

a first tactile guide extending between the common navigation area and the first opening adjacent to the first user interface element;

a second tactile guide spaced apart from the first tactile guide and extending between the common navigation area and the second opening adjacent to the second user interface element;

a first actuatable vibrating mechanism for, when actuated, vibrating the first tactile guide to enable the user to easily locate the vibrating first tactile guide in the vicinity of the common navigation area and then to follow the vibrating first tactile guide to the first opening through which the user can interact with first user interface element;

B1 cont.

a second actuatable vibrating mechanism for, when actuated, vibrating the second tactile guide to enable the user to easily locate the vibrating second tactile guide in the vicinity of the common navigation area and then to follow the vibrating second tactile guide to the second opening through which the user can interact with second user interface element; and

a vibration control mechanism for (i) actuating the first tactile guide to vibrate when the transaction requires the user to interact with the first user interface element adjacent to the first opening to which the first tactile guide extends from the common navigation area, and (ii) actuating the second tactile guide to vibrate when the transaction requires the user to interact with the second user interface element adjacent to the second opening to which the second tactile guide extends from the common navigation area.

REMARKS

Reconsideration of the application in view of the present amendment is respectfully requested.

Approval of the proposed changes to the drawings filed on December 13, 2002 is hereby acknowledged. Enclosed are two (2) sets of formal drawings with approved changes